STATE OF MONTANA
DEPARTMENT OF REVENUE
JOB PROFILE

Working Title	**Job Code Title**
Computer Security Specialist	Computer Security Specialist
Pay Band	**Job Code Number**
06	151736
Information Technology and Processing Division	**Fair Labor Standards Act**
Information and Technology Services Bureau	Non-Exempt
Network Services Unit	

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Information Technology and Processing Division serves as the operational foundation for the department's business units. Through secure, up-to-date computing and processing environments the division's Information and Technology Services Bureau (IT) and Processing and Retention Operations Bureau (PRO) contribute to the department's overall efficiency in document and payment processing while ensuring confidentiality, integrity, and availability of taxpayer data, whether in paper or electronic form. In providing these services, the division enables the department to meet its business objectives and facilitates its mission to serve the citizens of Montana. The division also includes the Administrative Team. The Information and Technology Services Bureau provides application development and support services for all revenue information systems including network services to approximately 650 users from a central office in Helena and to 60 locations in the state's 56 counties. Depending on need, services are provided either with a site visit or using remote-access technologies. The IT Bureau includes the Network Services Unit and the Applications Services Unit.

Job Responsibilities
The Computer Security Specialist ensures that employees have the necessary computer access to effectively execute their duties and is the primary technical contact for computer security requests or problems. Duties include recommending updated measures for department operations to maintain required levels of security; coordinating and implementing information systems security procedures; and monitoring access to computer data files to prevent unauthorized modification, destruction, or disclosure of information. The incumbent responds to situations involving equipment or system failure by evaluating system issues, performing repairs, or referring appropriate information to outside vendors to complete the repairs. The specialist also provides system documentation and user support to ensure the continuity and compliance of department business operations. This position reports to the Network Services (NSU) Unit Manager and does not supervise other staff.

- **Computer Systems Security 80%**
    1. Advises agency management on information systems and business process design. Actively participates as a member of the Information Security Advisory Group to provide technical advice and direction on technology solutions for ensuring the security of data files.

2. Creates security profiles to permit employee access to department systems; validates authenticity of system access requests; and documents computer access. Establishes and monitors system identification and authentication parameters within the department (the login/logout mechanism).
3. Processes requests for employee system access. Ensures proper approval of user access forms. Establishes and assigns user access codes, password protected accounts, and specific file or system access to users based on authorized needs. Controls user authority to read, write, and delete files. Maintains audit trails.
4. Researches and evaluates methods, techniques, procedures, hardware, and software to develop security systems, methods, policies, and procedures. Recommends modifications to state and department information security policies and procedures. Provides technical expertise to the disclosure officer in developing computer security standards and policies.
5. Coordinates with the department's disclosure officer to evaluate current security processes and determine future needs and requirements for user files, directory structures, and databases. Remains current on advances in information security methods and procedures, current products, and industry standards.
6. Implements formal information security protection programs; enforces network security systems and policies; and provides security awareness training on a variety of topics. Provides guidance to computer systems and network analysts on security issues.
7. Facilitates the department's Internet and email monitoring program by generating and providing reports as requested by the Office of Human Resources.
8. Performs regular internal security audits for compliance with department policies and procedures regarding management of information, copyrights, and disclosure. Reviews security reports to identify unauthorized access attempts. Monitors and reports computer security violations to appropriate personnel.
9. Checks security logs and access reports and examines files to assist in investigations of unauthorized access or attempts to gain access. Gathers and provides evidence to management of inappropriate employee conduct and to law enforcement if criminal tampering is suspected.
10. Identifies threats to department information systems and internal controls to mitigate those threats. Tests data processing systems to ensure the proper functioning of system functions and security measures and evaluates the level of risk. Presents findings to the department's disclosure officer with recommendations to correct deficiencies.
11. Enhances and maintains communication and information storage and retrieval systems to ensure timely and efficient access to information.
12. Participates in disaster recovery planning and implementation to ensure department information systems and data are adequately protected in the event of a disaster or emergency. Provides training and technical assistance in implementing disaster recovery equipment and software.

- **System Diagnostics and Support 15%**
  1. Ensures compliance with agency and state computer use policies.
  2. Provides back-up support for higher level IT positions involved in equipment and system diagnosis and repair or replacement.
  3. Changes equipment as needed, provides system upgrades, and replaces components of equipment.
  4. Resolves user problems by establishing methods and using diagnostic tools to isolate problems; analyzing hardware and software configurations, network components, and communication issues; and developing solutions to correct problems.
  5. Develops technical documentation to provide accurate and complete information and data related to system design, user training, security requirements, and other system specifications. Establishes security policies, procedures, and documentation requirements to ensure that system design, implementation, and training activities meet security requirements throughout the course of development projects.

Other Duties 5%
1. Performs a variety of other duties assigned by the supervisor.
2. Administers internal systems.

Job Requirements
To perform successfully as a computer security specialist, the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. The work requires skill in reading, interpreting, and using technical manuals, instructions, and data reports; isolating and resolving technical problems; operating various office software applications (word processing, spreadsheet, presentation, database applications, and platforms); using all department systems; and translating technical information to varied audiences in order to make presentations and provide information to all levels of users and developers. Skills in multi-tasking; paying attention to details and accuracy; organizing multiple tasks within short and inflexible timelines; effectively interpreting policies and procedures in a wide variety of project areas; using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems; mathematics; providing timely and effective written, verbal, and interpersonal communication; customer service; conflict resolution; and following written and oral directions are also required. This position works with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job.

The position requires an advanced knowledge of the principles and practices of computer science and information systems administration; state and department information technology processes; information security techniques and processes; computer equipment and technology systems used, or likely to be used, by the department; computer hardware including circuit boards, processors, chips, electronic equipment; and software including applications and programming; disaster recovery planning and implementation; network and database administration; and customer service principles and processes including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is a bachelor's degree in computers, information systems, mathematics, or closely related field and two years of job-related work experience.
  - Work experience should include business analysis; network administration; operating systems; troubleshooting software and hardware; information security and internal controls; user support; and project management.
  - Other combinations of education and experience will be evaluated on an individual basis.

Department Core Values
- Respect: As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- Integrity: Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- Productivity: Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.

- Teamwork: Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

Working Conditions

Must work under time constraints, be able to maintain numerous projects at one time, and determine priorities on a daily basis. At times, the incumbent will deal with angry and difficult individuals to resolve concerns or to bring about compliance with regulations. This may cause stressful work conditions and a high degree of mental stress. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. This position requires considerable computer and keyboard use. Work hours may exceed 40 hours per week from time to time. Lifting may reach 45-60 pounds when lifting larger items such as computers and related equipment and pushing or moving carts or large items to repair or install computers and hardware. Some assignments may require working in uncomfortable and noisy areas. Travel, sometimes under unfavorable conditions and circumstances, requires a valid Montana driver's license. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

Special requirements

- Background Examination: Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.

- Compliance with All Appropriate Montana Tax Laws: An employee's tax status must be current.

This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.

Division Administrator Review: The statements in this job profile are accurate and complete.
      Signature: Margaret Kauska, Division Administrator   Date: August 2010

Human Resource Director Review: The Office of Human Resources has reviewed this job profile.
      Signature: JeanAnn Scheuer, Human Resources Director   Date: August 2010

Employee: My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: _____   Date: _____

Name (print): _____